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April 1, 2010

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H. *je fielding m*  
Director and Health Officer

SUBJECT: **CMS NET IMPLEMENTATION**

This is to inform you that on April 12, 2010, the Department of Public Health's (DPH) California Children's Services (CCS) program is scheduled to convert to the statewide CCS case management system known as CMS Net. Because of the numerous upgrades and improvements that were needed to accommodate Los Angeles County's large CCS caseload (approximately one-third of the State's CCS children live in Los Angeles County), Los Angeles County is the last county in the State to transition to CMS Net.

While DPH has been working diligently to ensure a smooth internal and external transition, some unanticipated problems may arise, as is the case with any new system implementation. For example, it is likely that some providers will experience problems navigating the new system, especially when requesting services authorizations, submitting claims, or trying to determine the payment status of a claim. The conversion to CMS Net has required CCS providers to implement workflow changes within their organizations, which some have done more successfully than others. To try and minimize the number of problems experienced by CCS providers, DPH has taken the following actions:

- Implemented an email blast system whereby providers receive frequent reminders and bulletins regarding the conversion to CMS Net, along with guidance on the new system requirements/processes;
- Dedicated a portion of the CCS website to the CMS Net conversion where updates are posted regularly;
- Actively encouraged providers to attend State-facilitated trainings being conducted throughout Los Angeles County and neighboring areas to receive detailed education on how to access, utilize, and benefit from the CMS Net system;
- Conducted face-to-face meetings with the largest CCS providers (e.g., Children's Hospital Los Angeles, Miller Children's Hospital) to address their specific concerns, provide advice, and clarify new procedures associated with CMS Net;

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- Established a CCS Provider Relations Unit dedicated to addressing claims processing/payment issues; and
- Assembled a subset of our nursing staff to provide support to providers regarding case management activities in the new CMS Net system.

CCS program staff is prepared to manage and address provider issues as they arise. We are confident that whatever problems providers may encountered during the conversion process, they will be addressed in a timely manner. Converting to the CMS Net is a necessary step toward a uniform and efficient case management system across the State, and DPH is committed to making the transition as smooth as possible for everyone.

If you have any questions or need additional information, please let me know.

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c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors